



Come join the family! **All About Family Home Services, LLC** is the recent merger of **Collins Comfort Masters** and **All About Water**. Collectively, we've been providing the Valley with reliable Air Conditioning, Heating, Plumbing, Indoor Air Quality, and Water Filtration services since 1974.

As well-established leaders in the industry, we're experiencing explosive growth opportunities and are immediately hiring for several positions throughout the Valley! Let's jump start your career now!

HVAC Service Technician

HVAC Service Technicians are responsible for diagnosing, repairing, and maintaining electronic, mechanical, and electrical components of residential and light commercial HVAC systems.

This position requires working in the field throughout the Phoenix metro area with our home office in Tempe, AZ.

Who We're Looking For

Our ideal candidate has at least 2 years of experience maintaining, diagnosing & troubleshooting, and correcting diverse HVAC system issues. You have the ability to read and interpret blueprints, plans, and manuals and you have excellent customer service skills. Must be Type I and Type II EPA certified. Lastly, if you're looking for a well-established, continuously growing company to call home, one that offers top benefits for your hard-earned career, we're it.

What We Offer

- Competitive Pay! \$75k - \$175k, depending on experience
- Dedicated and on-going development and support
- Paid Time Off and paid Holidays
- 401k w/ Company match
- Generous benefits package for full-time associates including medical, dental, vision, company-paid life insurance, supplemental life insurance, disability, Identity Theft Protection Plan, Legal Services Plan, and more!

- We also offer an Employee Assistance Program, free to all associates, covering an array of services such as counseling, financial services, and more, available 24/7
- Business casual atmosphere

Essential Duties and Responsibilities

- Maintain, diagnose and repair electronic, mechanical, and electrical components of residential and light commercial HVAC systems
- Maintain good working order of company vehicle including refueling as necessary, reporting any mechanical issues, and filling out and submitting monthly vehicle inspection form. Vehicles should be washed on a weekly basis
- Maintain proper stock, parts, tools, and safety equipment in the vehicle
- Travel to job sites in service area, and work with dispatch to ensure schedule is maintained and delays are properly communicated to customer
- Document all installed equipment upon arrival: make, model, serial number, type of fuel, necessary test measurements, and pictures, as necessary
- Diagnose diverse service issues, obtain any replacement parts, calibrate system to manufacturer's recommendations, and explain fully to customer what the issue is and what is required to correct
- Engage in conversation with homeowner to uncover any concern or interests regarding their AC system (comfort, safety & health, or efficiency) which could lead to potential accessory needs or a new system replacement
- Identify and proactively respond to potential opportunities for additional business (newer system, service contracts, and additional services)
- Understand company flat rate pricing and generate appropriate customer invoice and other paperwork at job site. Electronically process credit card and check payments. Obtain customer signatures before commencing work and at completion of job. Verify and/or obtain correct customer information including email address
- Be available to work nights or weekends, on a rotating basis, to service emergency needs of our customers
- Participate in company provided training opportunities on customer service and latest industry technologies

Basic Qualifications/Requirements

- Two or more years of experience in maintenance, diagnosing & troubleshooting, and correcting diverse HVAC system issues
- Good analytical skills and attention to detail with ability to read manuals
- Excellent inter-personal and customer service skills with a strong desire to exceed customer expectations

- Ability to work independently in a timely manner, making sure job is done correctly the first time
- Experience with ServiceTitan software a plus, but not required
- Must be able to pass a pre-employment background check and drug screen

Additional Expectations

- Positive, customer centric attitude
- Well groomed, neat appearance
- Type I & Type II EPA Certification
- Valid driver's license and clean driving record.
- Valid social security number
- Must be able to pass background and drug test(s) as required by company.
- Observe all company procedures and safety rules
- Maintain accurate time/pay records and submit all paperwork within established timeframes
- Pick up replacement truck stock and return required warranty parts within established timeframes
- Work as part of our team to ensure a high level of customer satisfaction and to maintain the integrity of our organization's reputation and culture

Physical Demands/Work Environment

- Ability to lift, carry and maneuver a minimum of 75 pounds without additional manpower or appropriate device
- Work in the outside elements of heat and cold safely
- Must be able to work on ladders, roofs and medium to high heights
- Must be able to work while climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, pushing, pulling, lifting, grasping and/or feeling
- Keep well groomed, clean uniform and work shoes